

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
Olympia, Washington**

To:	CUP Women Providers Managed Care Plans	Memorandum No. 05-85 MAA Issued: September 6, 2005
From:	Douglas Porter, Assistant Secretary Medical Assistance Administration	For Information Call: 1-800-562-3022
Subject:	Chemical-Using Pregnant (CUP) Women Program: Change of Program Contact Information	

The Medical Assistance Administration (MAA) has changed the contact information for the CUP Women Program. The new information is supplied in this memorandum and in the attached replacement pages for MAA's *Chemical-Using Pregnant (CUP) Women Program Billing Instructions*. In addition, the new Customer Service Center phone number has been added.

What has changed?

MAA made the following changes to the *Chemical-Using Pregnant (CUP) Women Billing Instructions*:

Who do I contact if I'm interested in becoming a CUP Women program provider or have questions regarding CUP Women program policy?

Family Services Manager

Division of Alcohol and
Substance Abuse (DASA)
1-360-438-8087

Who do I contact if I'm interested in becoming a CUP Women program provider or have questions regarding CUP Women program policy?

MAA Program Manager
1-360-725-1666

Who do I contact if I want to request an extended stay?

MAA CUP Women Program Manager

Division of Program Support
Family Services Section
PO Box 45530
Olympia, WA 98504-5530

lawrele@dshs.wa.gov
1-360-725-1666

Policy, payments, denials, or general questions regarding claims processing, or MAA Managed Care?

Customer Service Center

1-800-562-3022, option 2

Billing Instructions Replacement Pages

Attached are replacement pages i - ii for MAA's *Chemical-Using Pregnant (CUP) Women Program Billing Instructions*.

How can I get MAA's provider issuances?

To obtain MAA's provider numbered memoranda and billing instructions, go to MAA's website at <http://maa.dshs.wa.gov> (click on the ***Billing Instructions/Numbered Memoranda or Provider Publications/Fee Schedules*** link).

To request a free paper copy from the Department of Printing:

1. **Go to:** <http://www.prt.wa.gov> (Orders filled daily.)
 - a) Click ***General Store***.
 - b) If a **Security Alert** screen is displayed, click **OK**.
 - i. Select either ***I'm New*** or ***Been Here***.
 - ii. If new, fill out the registration and click ***Register***.
 - iii. If returning, type your email and password and then click ***Login***.
 - c) At the **Store Lobby** screen, click ***Shop by Agency***. Select ***Department of Social and Health Services*** and then select ***Medical Assistance***.
 - d) Select ***Billing Instructions, Forms, Healthy Options, Numbered Memo, Publications, or Issuance Correction***. You will then need to select a year and the select the item by number and title.
2. **Fax/Call:** Dept. of Printing/Attn: Fulfillment at FAX (360) 586-6361/ telephone (360) 586-6360. (Orders may take up to 2 weeks to fill.)

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Important Contacts

A provider may use MAA's toll-free lines for questions regarding its programs; however, MAA's response is based solely on the information provided to the [MAA] representative at the time of the call or inquiry, and in no way exempts a provider from following the rules and regulations that govern MAA's programs. [WAC 388-502-0020(2)].

Who do I contact about payments, denials, general questions regarding claims processing, or Healthy Options?

Customer Service Center
1-800-562-3022

Who do I contact if I'm interested in becoming a CUP Women program provider or have questions regarding CUP Women program policy?

Family Services Manager
Division of Alcohol and
Substance Abuse (DASA)
1-360-438-8087

MAA CUP Women Program Manager
1-360-725-1666

Where do I send my claims?

Hard Copy Claims:
Division of Program Support
PO Box 9247
Olympia WA 98507-9247

Who do I contact if I want to request an extended stay?

MAA CUP Women Program Manager
Division of Program Support
Family Services Section
PO Box 45530
Olympia, WA 98504-5530
lawerle@dshs.wa.gov
1-360-725-1666

Where do I call/look if I have questions regarding...

Policy, payments, denials, or general questions regarding claims processing, or MAA Managed Care?

Customer Service Center
1-800-562-3022, option 2

<http://maa.dshs.wa.gov/provrel>

Private insurance or third-party liability, other than MAA Managed Care?

Coordination of Benefits Section
(800) 562-6136

Electronic Billing?

Electronic Media Claims Help Desk
(360) 725-1267

Internet Billing (Electronic Claims Submission)?

WinASAP

http://www.acs-gcro.com/WINASAP2003/Software_Download/software_download.html

All other HIPAA transactions

<https://wamedweb.acs-inc.com/wa/general/home.do>